

Customer Benefits

- **Cost savings** – More cost effective than purchasing dedicated circuits from an outside provider.
- **Efficiency** – Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Continuity** – Service provides level of redundancy allowing for recovery from hardware failures.
- **Agility** – Admin can adjust an agency's network needs quickly to help minimize impacts to business.
- **Support** – Monitoring, response and end-to-end fault resolution by trained, skilled Admin technical staff to help ensure network availability.
- **Security** – Advanced configuration of network devices to help secure the MetroNet connection.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Contact Admin with requests for new service installations or office moves according to Admin's advance notice requirements (see Additional Service Notes).		X
Provide the proper connectivity from the customer LAN to MetroNet service components.		X
Provide a 24/7 agency point of contact for Admin for reporting and coordinating outages or emergency maintenance.		X
Contact the DTO Service Desk to report problems or request assistance.		X
Provide forecasts for network needs as requested.		X
Planning, purchasing, installation, management and maintenance of core MetroNet infrastructure.	X	
Requirements analysis, functional specification development and design for MetroNet expansions.	X	
Replacement and upgrade of core MetroNet equipment.	X	
Moves, adds, changes, configuration, installation and deinstallation of core MetroNet network components.	X	
Fault and performance monitoring.	X	
IP address management.	X	
Capacity planning.	X	
MetroNet bandwidth will be upgraded based on network health trends, enabling proactive capacity planning ahead of customers' combined bandwidth needs.	X	
Refreshing of end-of-life core MetroNet hardware.	X	
Create documentation in support of the MetroNet infrastructure.	X	
Define network standards for connectivity for the MetroNet infrastructure.	X	

Responsibilities	Admin	Customer
Work with vendors to maintain product compatibility updates and refreshes.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).